SHBP E**NROLLMENT** P**ORTAL**: ADP U**SER** G**UIDE**

A**DMIN** E**XPERIENCE** (A**GENCIES** S**ENDING** A**UTOMATED** F**ILES**)

Rev. 09/12/2013

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Note: Please ensure that you only have one instance of the SHBP Enrollment Portal site open at one time. Working on multiple instances will cause a system error.

MEMBER SEARCH

Member Search provides a brief overview on the function and types of searches that can be done in the system.
Note: Admins will only have access to the member population their security access has been set to.
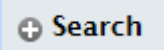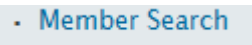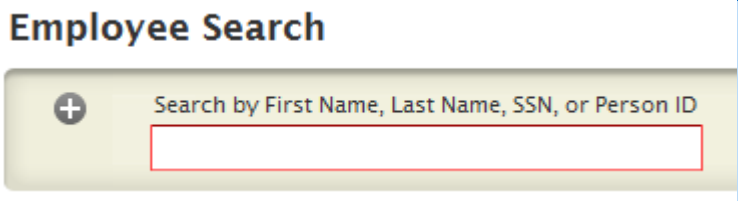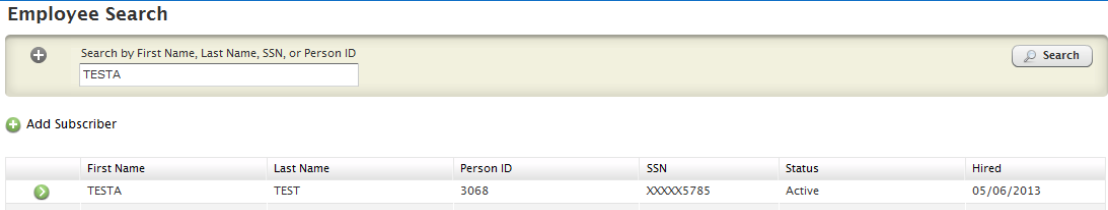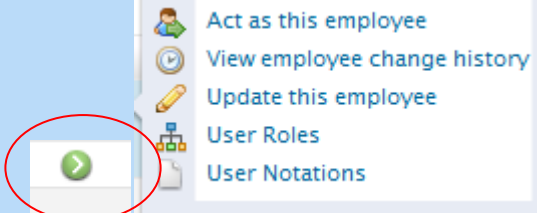
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **+** next to the **Search** button to expand.	⊕ **Search**
3	Choose **Member Search**.	• Member Search
4	There are two types of search available: • **Basic Search** accepts a full or partial last name (using % as a multi-character wild card, as needed) or a complete Social Security Number (SSN) **This User Guide uses the Basic Search type. **	**Employee Search** ⊕ Search by First Name, Last Name, SSN, or Person ID TESTA
5	The Second Search is the Advance Search. • **Advance Search** accepts full or partial first or last names as well as a complete SSN. In **Employee Search** click the **+** and then enter the details desired.	**Member Search** ⊕ Search by First Name, Last Name, SSN, or Person ID Enter values in the fields below to find all employees that match all your criteria FIRST NAME: Test A SSN: 123456789 Example: 999999999 LAST NAME: PERSON ID: Example: x9999 ALTERNATE ID: Example: x9999
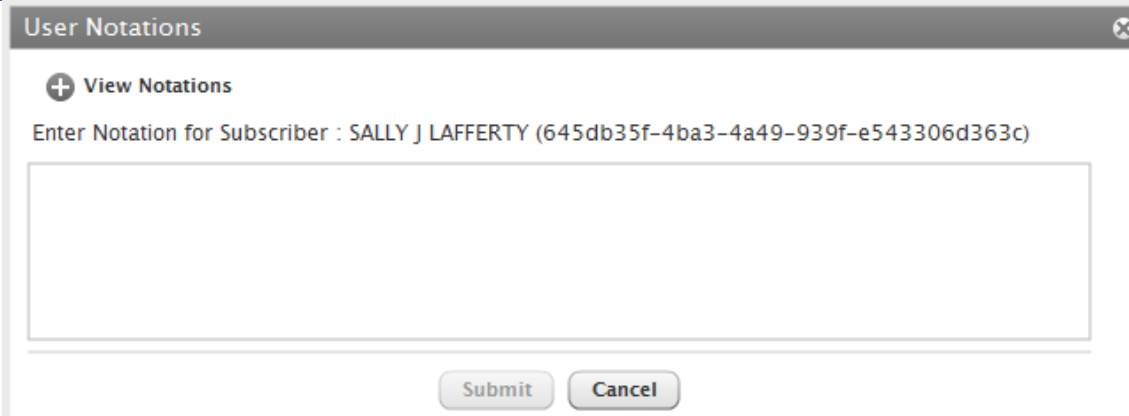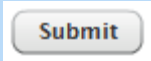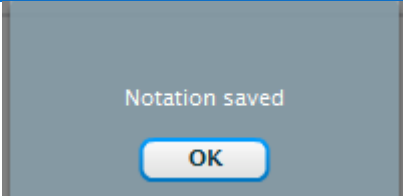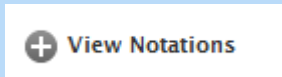
6	Enter member criteria to search. **This User Guide uses the Basic Search type.**	**Employee Search** ➕ Search by First Name, Last Name, SSN, or Person ID TESTA
7	Click **Search**.	🔍 Search
8	The search results will display. Please note: **Person ID** is an ADP assigned number only; no impact to SHBP.	Employee Search Search by First Name, Last Name, SSN, or Person ID — 🔍 Search TESTA ➕ Add Subscriber First Name / Last Name / Person ID / SSN / Status / Hired ⊙ TESTA / TEST / 3068 / XXXXX5785 / Active / 05/06/2013
9	Click the green arrow in front of the desired member, and several options will display. Note: **User Roles** feature will not be seen by all Admins.	⊙ 👤 Act as this employee ⊙ View employee change history ✏️ Update this employee 🔗 User Roles 📄 User Notations
10	**Act as this employee** returns you to the Welcome page with the notice that you are "Acting as <member name>". This enables you to: - Make elections on behalf of the member - Declare Life Events - Review **Current Enrollment** and **Employee Profile** screens	👤 Act as this employee
11	**View employee change history** Navigates to the **Employee Profile** page, from which you can also view the **Summary** and **Timeline** pages for this member.	⊙ View employee change history
12	**Update this employee**	✏️ Update this employee

	Navigates to the **Data Sharing Tool** which allows updates to add or edit member indicative data.	
13	**User Notations** Allows an Admin to enter notes on a member's account.	User Notations

USER NOTATIONS

The **User Notations** feature allows an Administrator to enter notes on a member's account.
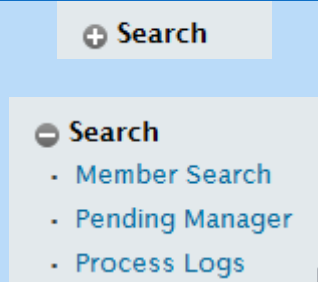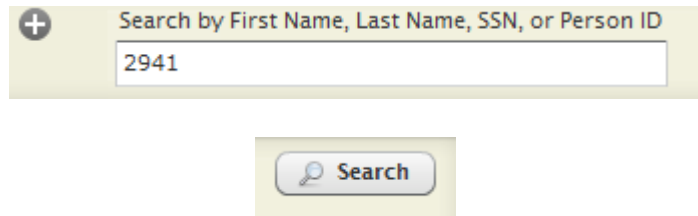
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	⊕ Search
3	Choose **Member Search** from the drop down box.	· Member Search
4	Enter the appropriate member details.	**Employee Search** ⊕ Search by First Name, Last Name, SSN, or Person ID
7	The search results will display.	**Employee Search** — Search by First Name, Last Name, SSN, or Person ID: TESTA — Search — Add Subscriber — First Name: TESTA, Last Name: TEST, Person ID: 3068, SSN: XXXXX5785, Status: Active, Hired: 05/06/2013
8	Click the green arrow, and several options will display. Note: The **User Roles** feature will not be seen by all Admins.	Act as this employee / View employee change history / Update this employee / User Roles / User Notations

9	Choose **User Notations**, and enter the notes* desired for the member. *4k Character limitation.	**User Notations** ⊗ ⊕ **View Notations** Enter Notation for Subscriber : SALLY J LAFFERTY (645db35f-4ba3-4a49-939f-e543306d363c) [text area] Submit Cancel
10	Choose **Submit** to save comments to the system.	Submit
11	Confirmation of saved notation will display.	Notation saved OK
12	To view historical notes in the system, click **View Notations**, and expand the icon.	⊕ **View Notations**
13	Previous notes will display.	Notation History for BOBBY ZEE (51fe701f-0ba3-4302-a157-d40f9d |	Time	Entered By	Notation
⊙	06/14/2013 04:16:18 PM	CALLCOUNSEL20	test message.	
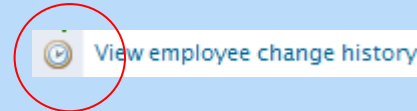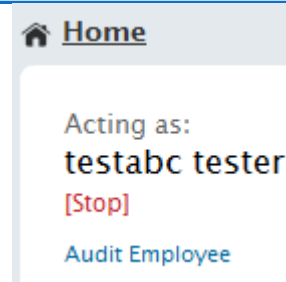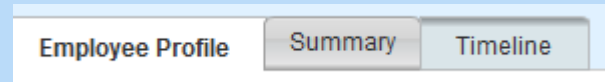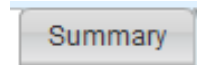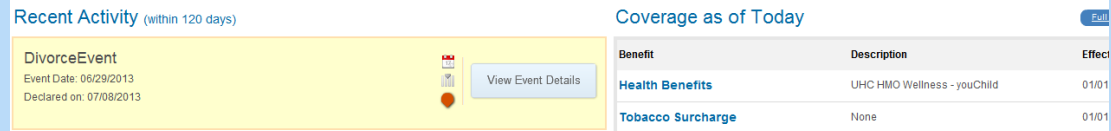
VIEW EMPLOYEE CHANGE HISTORY > AUDIT FEATURE
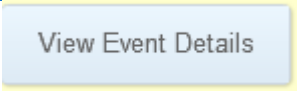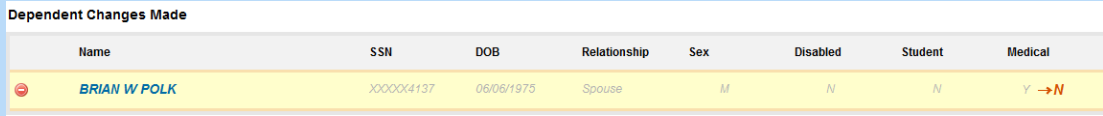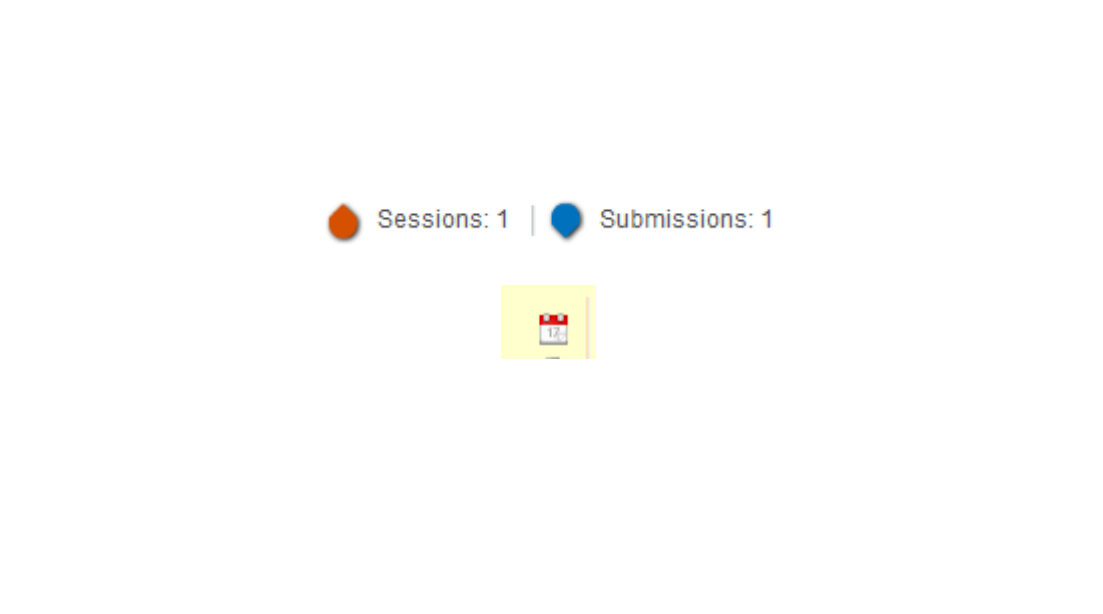
The **Audit Feature** navigates to the **Employee Profile** page, from which <u>Administrators only</u> also view the **Summary** and **Timeline** pages when acting as a member.
Critical: Only Admins can use **Audit** capabilities.
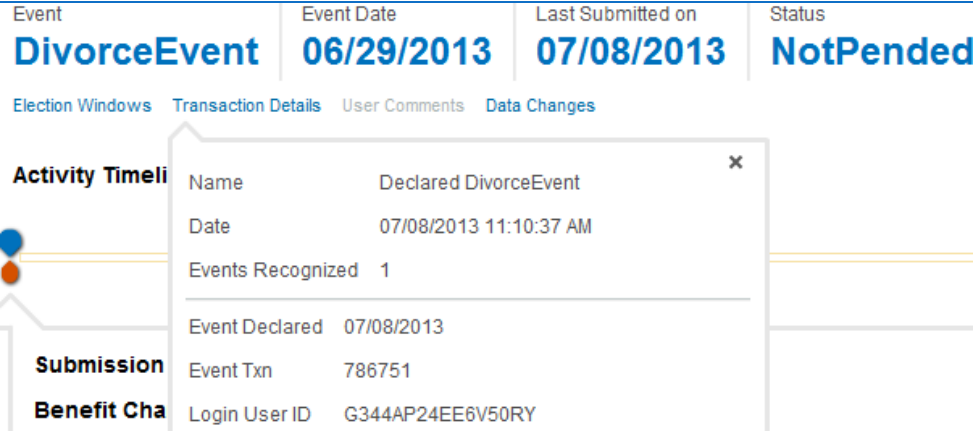
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **+** next to the **Search** button to expand.	⊕ Search ⊖ Search · Member Search · Pending Manager · Process Logs
3	Choose **Member Search**, and enter the member criteria that you want to review. Click **Search**. Note: Basic Search feature is utilized in screen shot.	· Member Search Example: Search by First Name, Last Name, SSN, or Person ID 2941 🔍 Search
4	Search results will display.	Example: First Name — Last Name — Person ID testabc — tester — 2941

5	Click the green arrow in front of the desired member.	
6	There are two ways to View Employee Change History. Option 1 to click the clock icon.	View employee change history
7	OR choose Option 2 to **View employee change history/Audit.** On left hand side of the screen, choose **Audit Employee**.	Home Acting as: testabc tester [Stop] Audit Employee
8	Regardless of what option is chosen, the first page that displays is **Employee Profile**. This will house all of the employee demographic information. Note: The **Employee Profile** is also available to the member from the right-hand navigation bar.	Employee Profile	Summary	Timeline
9	Click the **Summary** tab.	Summary
10	The **Summary** tab lists recent activity on the left and current benefits and effective dates for the selected member and dependents on the right.	Recent Activity (within 120 days) DivorceEvent Event Date: 06/29/2013 Declared on: 07/08/2013 View Event Details Coverage as of Today Benefit — Description — Effect Health Benefits — UHC HMO Wellness - youChild — 01/01 Tobacco Surcharge — None — 01/01

11	Click **View Event Details**.	View Event Details
12	The **View Event Details** page opens a new page, and drills down to information about the benefit elections related to the event (i.e. what the member changed *from* and then changed *to*).	**Dependent Changes Made** | Name	SSN	DOB	Relationship	Sex	Disabled	Student	Medical
---	---	---	---	---	---	---	---
⊖ BRIAN W POLK	XXXXX4137	06/06/1975	Spouse	M	N	N	Y →N	
13	This page shows all user activity (changes) related to the selected event, even if the user did not complete a benefit election. The colored icons represent the following: *Red icon* — Refers to the number of sessions recorded in the web application, whether or not the election was submitted. *Blue icon* — Refers to activity recorded and then election submitted. This page also includes **Data Changes,** which shows what benefits were changed by this event, with the change indicated in Before and After columns. *Calendar* – Will take the Admin to the Timeline feature in the Audit screen.	● Sessions: 1 | ● Submissions: 1

14	**Transaction Details** shows what caused the change, such as an event or a file load.	
15	**Session Details:** Shows the amount of time a member is online for specific Qualifying Events. **Session Activity**: Confirmed means the member saved their elections. **Session Activity**: Canceled without saving means the member went online in an existing/open Qualifying Event and did not save the changes after entering the event. **HR Admin**: This will show who processed the enrollment. • If HR ADMIN is listed as Call Counselor; this means the ADP Call Center Team made the change. • If HR ADMIN is listed as a 'user name' this means the election was made by someone with HR ADMIN access.	

| 16 | **Data Changes** shows what benefits were changed by this event, with the change indicated in Before and After Columns.

 Click **Data Changes**.
 This will enable an Admin to review quickly the before and after of the specific event saved. | Data Changes
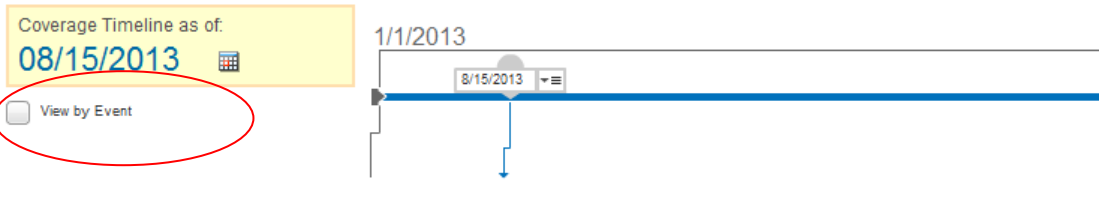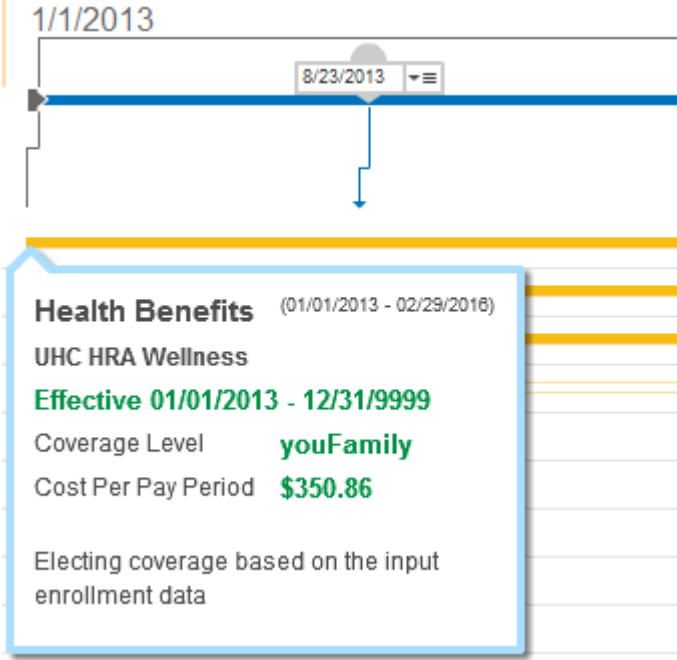
 Changes Show all \| Event only ✕

 | Source | Property | Before | After | Date |
 |---|---|---|---|---|
 | Subscriber | benefitEvent | true | false | 06/29/2013 |
 | Subscriber | dependent | false | true | 06/29/2013 |
 | Medical – MEDICAL-C4 | defaultForEvent | | false | 06/29/2013 |
 | Medical – MEDICAL-C4 | eligible | true | false | 06/29/2013 |
 | Medical – MEDICAL-C4 | offered | true | false | 06/29/2013 |
 | Medical – MEDICAL-U4 | defaultForEvent | | false | 06/29/2013 |
 | Medical – MEDICAL-U4 | eligible | true | false | 06/29/2013 |
 | Medical – MEDICAL-U4 | offered | true | false | 06/29/2013 |
 | Medical – MEDICAL-U3 | defaultForEvent | | false | 06/29/2013 |
 | Medical – MEDICAL-U3 | eligible | true | false | 06/29/2013 |
 | Medical – MEDICAL-U3 | offered | true | false | 06/29/2013 |
 | Medical – MEDICAL-C1 | defaultForEvent | | false | 06/29/2013 |
 | Medical – MEDICAL-C1 | eligible | true | false | 06/29/2013 |
 | Medical – MEDICAL-C1 | offered | true | false | 06/29/2013 | |
| 17 | The **Timeline** tab shows coverages as yellow bars, with the overall time determined by how the blue timeline is set at the top. The yellow bars are divided into sections if coverages changed. Clicking a section of yellow line displays the coverage details for the period of time defined by the narrow white lines dividing the yellow bar. The coverages displayed depend on what was checked to the right of **Coverage Timeline as of <date>** in the **Summary** tab. | Employee Profile   Summary   Timeline

 Coverage Timeline as of:
 08/15/2013
 ☐ View by Event

 1/1/2013
 8/15/2013 |
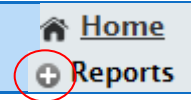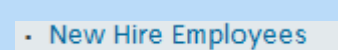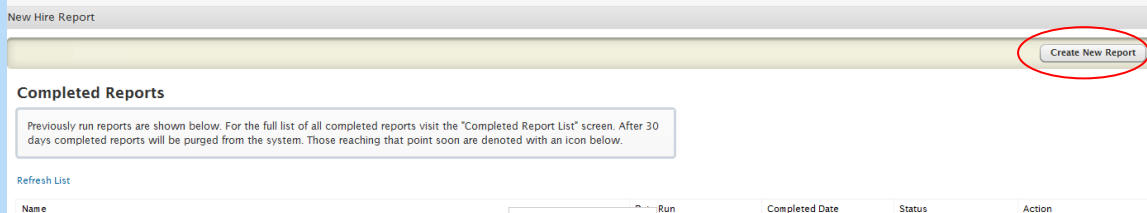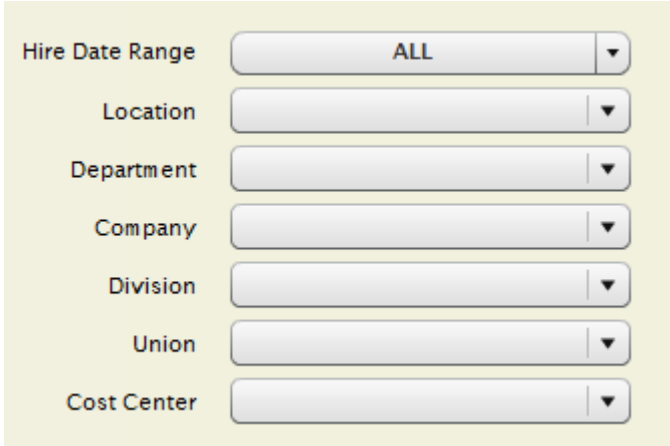
18	**Timeline: View by Event** When an employee has more than one event on their account select View by Event. Select **View by Event** to review events on an individual basis. After checking the box all applicable events for the member will populate.	
19	**Timeline > View By Event> Coverage Start and End Date** By hovering over an event a pop up box will appear with additional details included Coverage start and End date that has been recorded into the system.	

20	**Note:** Summary Tab > Default Data Event	
	This event encompasses items that are not defined by specific qualifying events (i.e. Birth, Marriage) but are sent to ADP via the normal Input file or use of Data Sharing Too. Examples of items that do not fall into a Qualifying Event. i.e. Email Change, Name Change. Utilize the Data Changes screen to view what changed on the account.	**DefaultDataChangeEvent** Event Date: 01/01/2013 Declared on: 07/04/2013 View Event Details

REPORTS

An Admin user with the appropriate security access will be able to run reports and view completed reports that they generated; the user cannot see reports generated by other users.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	On the Home page, click **+** next to **Reports**.	⌂ Home ⊕ Reports
3	Report availability will display based on Security access.	⊖ Reports · New Hire Employees · Benefit Enrollment · Dependent Age Out · Census · Plan Migration · Benefit Summary · Enrollment Statistics · Create Report · Report Management
4	To create a new report click on the name of the report and then choose "Create New Report". Screen shot is example.	· New Hire Employees

5	Use the drop down boxes for the information that you would like to search; each report will have specific criteria. Critical: HR ADMINS should select the Payroll Location in the Cost Center field to pull their specific Agency Reports. Note: The HR Admin running the report will only see Payroll Locations that they have security access to. However all Locations will list; but reports generate based on the security of the Payroll Location/Cost Center.	
6	Put in the name of the report you would like to generate and enter an email in the next box.* *If you have an email on file it will auto-generate. An email will be sent once the report is completed.	

| 7	Click On "**Run Report**". Status of the report will show at the bottom of the screen.	Run Report Status SUBMITTED (New)
8	**Viewing Reports**: The system will send an email once the report is generated. Access the SHBP Enrollment Portal and go back to the report that was just ran. Final report will show under the Action Column.	Date Run — Completed Date — Status — Action 07/08/2013 01:54:40 PM 07/08/2013 01:55:24 PM COMPLETED (New)
	The report can be exported into excel or it can be viewable on the web or if need be can be deleted.	Download as Excel View Report Delete Report
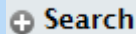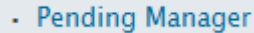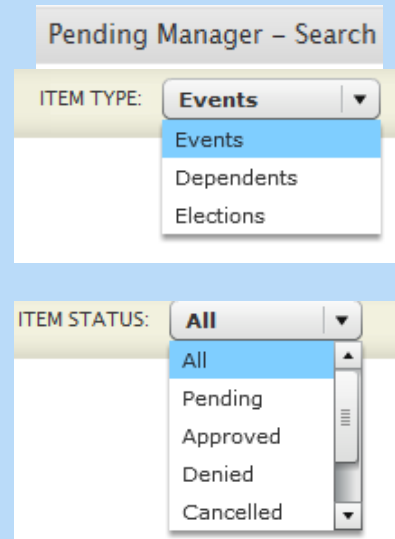
PENDING MANAGER

HR Admin users can use Pending Manager search to do the following:
- Search based on status: Pending, Approved, Denied, Cancelled (or all for the selected pending type)
- Search based on specific member
- View details of the actions in Pending status
- Approve, deny, extend, or make notes about the pending action

HR Admins are able to search for any pending activity based on selection parameters and then act on the pending activity.
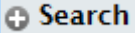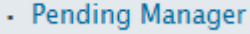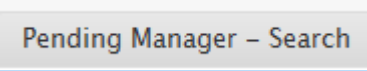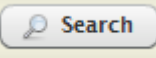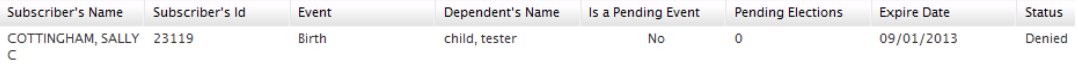
SEARCHING FOR PENDING ACTIVITY VIA STATUS

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	⊕ **Search**
3	Select **Pending Manager** in the drop down box.	· Pending Manager
4	An HR Admin user can use **Pending Manager** to search for pending activity based on the following: • **Item Type** of Event, Dependents, or Elections. • **Item Status** of All, Pending, Approved, Denied, Cancelled, Expired, or Ineligible. As with **Member Search**, **Pending Manager** provides both basic and advanced search capabilities including search by subscriber name, SSN, and Person ID, as well as by event name. **Note: Elections** (as an Item Type) does not apply to SHBP. **Events** and **Dependents** do.	

5	After choosing the **Item Status**, select **Search**.	
6	This is an example of **Pending Status**.	
7	This is an example of **Denied Status**.	

PENDING MANAGER

SEARCHING FOR PENDING ACTIVITY VIA A SPECIFIC MEMBER

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	⊕ Search
3	Select **Pending Manager** in the drop down box.	· Pending Manager
4	At the **Pending Manger- Search** screen, choose the plus button.	⊕ Pending Manager – Search
5	This opens a screen for you to enter specific search criteria.	
6	After entering the data elements, (i.e. member first and last name), click **Search**.	🔍 Search
7	Search result display on next screen. Screen shot only shares one member's result. Pending search criteria, multiple members will display on the same screen.	

EMPLOYEE INDICATIVE DATA CHANGES: ACTIVE AND RETIRED EMPLOYEES > FOR AGENCIES USING AUTOMATED FILES.

Allows **users with appropriate security level access** to update indicative data (i.e. spelling of name, birth date, address, Social Security Number (SSN) changes) for an active or retired member.
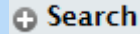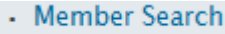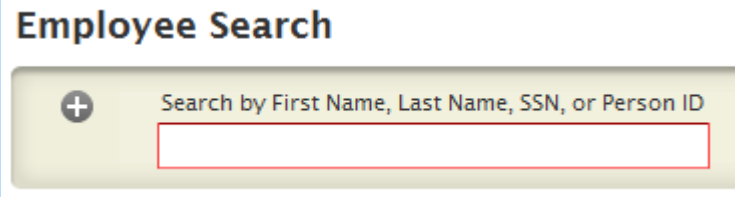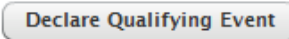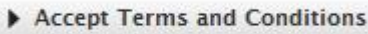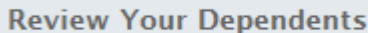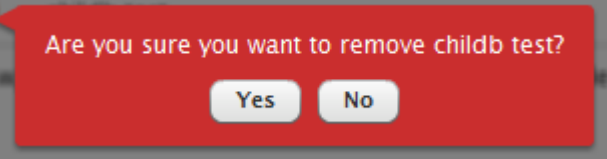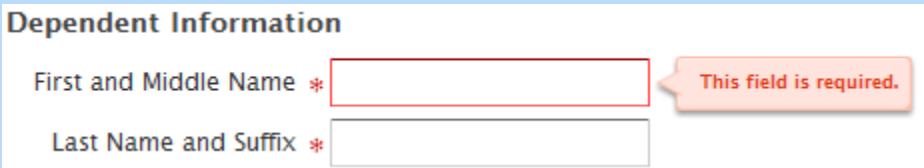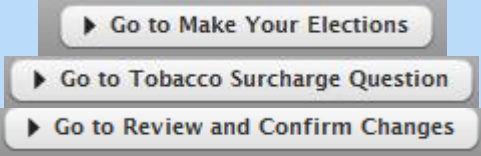
Note:
- *Agencies who send automated files should continue to make changes via automated files that they do today.*
- *There may be Admins who can READ the Data Sharing Tool, but cannot WRITE or access to update member data.*
- *Retirees are able to update their address on their OWN after logging onto the ADP System.*

Steps	Process Flow Instructions	Screen Shot
1	Refer agency to follow the normal file process to update member indicative data.	

DEPENDENT INDICATIVE DATA CHANGE
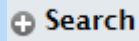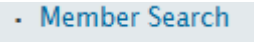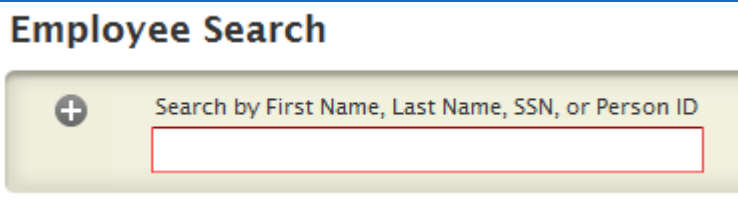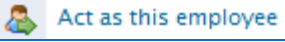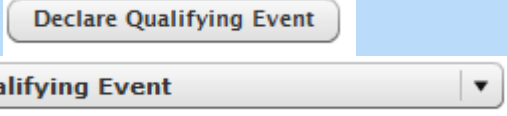
This allows **user with appropriate security level access** to update indicative data (i.e. spelling of name, birth date, SSN changes) on a dependent.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	⊕ Search
3	Choose **Member Search** from the drop down box.	· Member Search
4	Enter the appropriate member details.	**Employee Search** ⊕ Search by First Name, Last Name, SSN, or Person ID
5	Choose **Act as this employee**.	Act as this employee
6	**Declare Qualifying Event** as an **Admin Event** and enter in the appropriate **Event Date**. **Note:** If Admin Event is used to make corrections, the dependent will not pend.	Declare Qualifying Event Select Qualifying Event ▼ Admin Event ▼ Event Date:
7	On the **Welcome** page, click **Accept Terms and Conditions**.	▶ Accept Terms and Conditions
8	On the **Review Your Information** page, click **Review Your Dependents**.	Review Your Dependents
9	Select the red circle next to the dependent that requires the indicative data update. **This will remove the dependent from the**	⊖
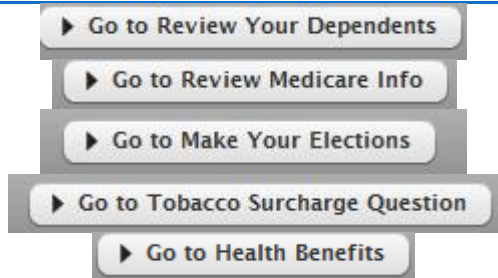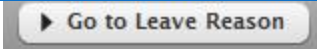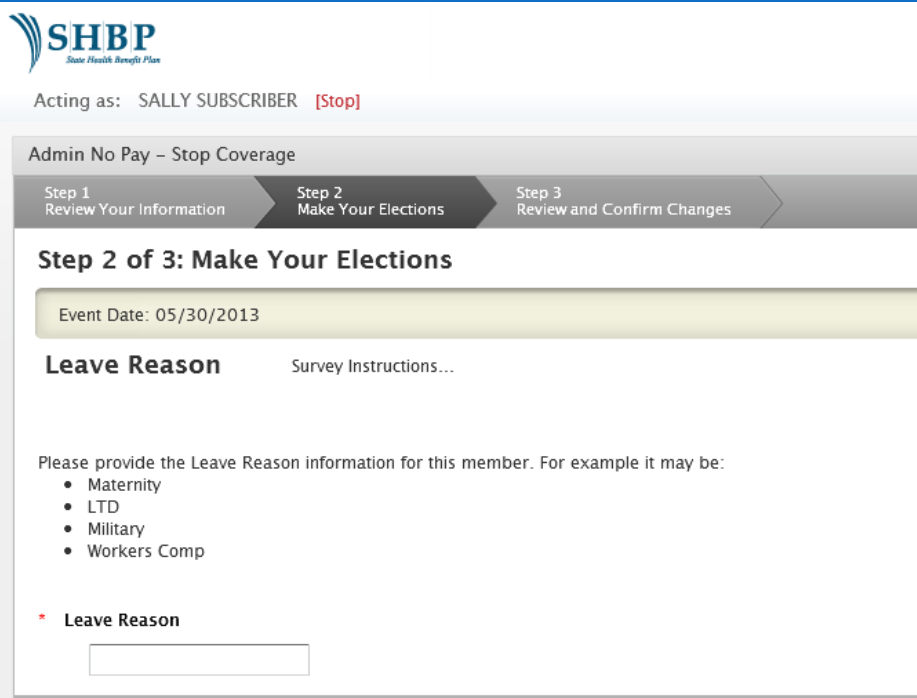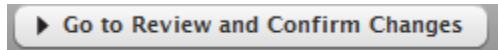
	record.	
10	Click **Yes** to confirm the dependent should be removed.	Are you sure you want to remove childb test? Yes No
11	Next, add the dependent back into the system with the appropriate details by clicking **Add a Dependent**.	Add a Dependent
12	The **Add Dependent Information** screen displays with required fields noted. Verify data entry as complete.	**Dependent Information** First and Middle Name * [ ] This field is required. Last Name and Suffix * [ ]
13	Click **Submit** at the bottom of the screen.	Submit
14	Move through the following screens and confirm changes. **Note:** Do not make enrollment changes to medical unless needed.	▶ Go to Make Your Elections ▶ Go to Tobacco Surcharge Question ▶ Go to Review and Confirm Changes
15	Complete the enrollment by clicking **Finish**.	Finish
	ADP email communication: No ADP email communication.	

ADMIN NO PAY –STOP COVERAGE

This allows a user with appropriate security level access to discontinue coverage elections due to non-payment for direct bill. A survey is included so that a user must declare a **Leave Reason** to identify the purpose/intent of why the event was declared.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the "Member Experience" User Guide for the process.
2	Click **Search**.	⊕ Search
3	Choose **Member Search** from the drop down box.	• Member Search
4	Enter the appropriate member details.	**Employee Search** — Search by First Name, Last Name, SSN, or Person ID
5	Choose **Act as this employee**.	Act as this employee
6	Click **Declare a Qualifying Life Event**, and **Select Qualifying Event**.	Declare Qualifying Event — Select Qualifying Event ▼
7	Choose **Admin No Pay - Stop Coverage**, and enter the **Event Date**. Note: The **Event Date** should be the first day after coverage ends.	Admin No Pay - Stop Coverage ▼ Event Date: ⬚
8	Click **Submit**.	Submit

9	Review the **Current Enrollment** screen, and move through the following screens reviewing details on each.	▶ Go to Review Your Dependents ▶ Go to Review Medicare Info ▶ Go to Make Your Elections ▶ Go to Tobacco Surcharge Question ▶ Go to Health Benefits
10	Make necessary enrollment change for health benefits. (i.e., tier level change, drop coverage etc.)	
11	Click **Go to Leave Reason**.	▶ Go to Leave Reason
12	Answer the survey questions following SHBP guidelines.	SHBP *State Health Benefit Plan* Acting as: SALLY SUBSCRIBER [Stop] Admin No Pay – Stop Coverage Step 1 Review Your Information — Step 2 Make Your Elections — Step 3 Review and Confirm Changes **Step 2 of 3: Make Your Elections** Event Date: 05/30/2013 **Leave Reason** Survey Instructions… Please provide the Leave Reason information for this member. For example it may be: • Maternity • LTD • Military • Workers Comp * **Leave Reason**
13	After the **Leave Reason** is entered, click **Go to Review and Confirm Changes**.	▶ Go to Review and Confirm Changes

14	Complete the enrollment by clicking **Finish**.	Finish
	ADP email communication: No email communication sent. **File Timing:** Daily changes sent to SHBP.	

AUTOMATED FILES > LEAVE OF ABSENCE

Leave of Absence is not managed in the Data Sharing Tool or SHBP Enrollment Portal. The SHBP Enrollment Portal will never reflect a member on a Leave of Absence status.

STANDARD EMAIL COMMUNICATIONS > CONFIRMATION

Distributed to:	Any member who has a change to their health plan or rates related to a work, qualifying life or system event and has an email address on file.
Frequency:	Email sent immediately <u>after</u> a member saves an election on the SHBP Enrollment Portal.
Email Text:	**To:** <Employee - Email Address> **From:** SHBP Member Services **Subject:** Review your State Health Benefit Plan (SHBP) Confirmation Statement This message confirms a recent change to your SHBP health benefits. You may review your benefits confirmation statement online at the SHBP Enrollment Portal at mySHBPga.adp.com. Your benefit elections will remain in effect through December 31, <current benefit plan year>unless you experience a Qualifying Event. We recommend that you download or print a copy of your elections to retain for your records. **Important Reminder:** SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of the Qualifying Event. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage. **Questions or need more information?** Please contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time. *This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health*

	Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.

STANDARD EMAIL COMMUNICATIONS > EVENT WINDOW OPEN

Distributed to:	New Hires
Frequency	Sent immediately when new hire is sent and loaded into the ADP system.
Email Text	**To:** Employee - Email Address **From:** SHBP Member Services **Subject:** Enroll in your State Health Benefit Plan (SHBP) coverage Welcome! Now is the time to enroll in your SHBP coverage. Your health benefits become effective the first of the month following one full calendar month of employment. If your hire date is concurrent with the first of the month, your coverage is effective on the first of the following month. You must enroll by <enrollment window end date>. To enroll in your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password. Once logged in, follow the prompts to elect your health benefits and add dependents. Be sure to click **FINISH** when you are done to confirm your election. Your elections will not be saved until you click **FINISH**. You will receive an email confirmation that your benefits have been submitted. **Important Reminders:** Once you confirm your election, you will not be able to discontinue, change or enroll in health benefits until the next Open Enrollment period, unless you experience a Qualifying Event such as marriage, divorce, birth, adoption or change in work status. SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of Hire Date. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage.

Questions or need help?

If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.

This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.

STANDARD EMAIL COMMUNICATIONS > NEW RETIREE

Email Name	New retiree
Distributed to:	Retirees on their retirement start date
Frequency	Sent immediately when Retirement status is sent and loaded into the ADP system.
Email Text	**To:** Employee - Email Address **From:** SHBP Member Services **Subject:** Review your State Health Benefit Plan (SHBP) coverage Congratulations on your retirement! Now that you have reached your retirement date, you have the opportunity to make changes to your SHBP coverage. As a retiree, you may reduce your coverage tier(s) or discontinue coverage at anytime. However, it is only during the Retiree Option Change Period (ROCP)/Open Enrollment or during a qualifying event that you are able to increase tiers or change options. If you wish to increase tiers or change options, you must do so by <enrollment window end date>. To review or make changes to your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password. Once logged in, follow the prompts to elect your health benefits. Be sure to click **FINISH** when you are done to confirm your election. Your elections will not be saved until you click **FINISH**. You will receive an email confirmation that your benefits have been submitted. **Important Reminders:** Once you confirm your election, you will not be able to change health benefits until the next Retiree Option Change period, unless you experience a Qualifying Event such as marriage, divorce, or a loss or gain of your spouse's coverage. SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of the Qualifying Event. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage.

Questions or need help?

If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.

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STANDARD EMAIL COMMUNICATIONS > AGE 65; MEDICARE PART B ENROLL

Distributed to:	Actives and retirees turning age 65 or with covered dependent reaching 65
Frequency:	90 days <u>prior</u> to DOB
Email Text:	**To:** Employee - Email Address **From:** SHBP Member Services **Subject:** Review your State Health Benefit Plan (SHBP) coverage As you may know, your health plan option and premium changes when you or a covered dependent [reach age 65][attain Medicare Part B coverage]. Now is the time to review your new coverage and to make changes, if applicable. If you wish to make any changes, you must do so by <enrollment window end date>. To review or make changes to your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password. Once logged in, follow the prompts to elect your health benefits. Be sure to click FINISH when you are done to confirm your election. Your elections will not be saved until you click **FINISH**. You will receive an email confirmation that your benefits have been submitted. **Important Reminders:** Once you confirm your election, you will not be able to change health benefits until the next Retiree Option Change Period, unless you experience a Qualifying Event. **Questions or need help?** If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time. *This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set*

	forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.

STANDARD EMAIL COMMUNICATIONS > DEPENDENT AGE OUT CONFIRM/REMINDER

Distributed to:	Any employee who has a dependent who will age out (turn 26) in 31 days.
Frequency:	Email is sent 31 days <u>prior</u> to event.
Email Text:	**To:** <Employee - Email Address> **From:** SHBP Member Services **Subject:** Changes to Your State Health Benefit Plan (SHBP) This message confirms an upcoming change to your SHBP health benefits. A dependent currently covered on your State Health Benefit Plan will reach age 26 and will no longer be covered at the end of the month in which the child reaches age 26. If this is the only child under your plan the coverage tier will be change and your premium reduced. If your dependent was disabled prior to their 26 birthday, he/she may be eligible for continuation of coverage under the disabled dependent provision of the Plan. A disabled dependent questionnaire can be downloaded at http://dch.georgia.gov/eligibility-forms within 90 days of the child's loss of coverage under the Plan to request continuation. Your dependent will not have coverage until documentation is received and approved. If coverage is approved it will be updated back to the expiration date. If your tier was changed, additional premiums will be due and must be submitted before coverage is updated. Your dependent child who does not qualify under the disabled dependent provision may enroll in Temporary Extended Coverage by paying the full cost of coverage under COBRA. You must contact SHBP at 800-610-1863-COBRA Option within 60 days of your dependent's coverage termination to request an application **Important Reminder:** For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp. **Questions or need more information?** Please contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.

	This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.